



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Illinois Bell Telephone Company**  
**for quarter ending December 31, 2005**

<b>Out of Service More Than 24 Hours</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$1,763.19	\$1,989.65	\$8,367.42	\$12,120.26
B. Number of credits issued for repairs - 24 - 48 hours	980	1,040	3,175	5,195
C. Number of credits issued for repairs - 48 - 72 hours	62	61	374	497
D. Number of credits issued for repairs - 72 - 96 hours	7	10	50	67
E. Number of credits issued for repairs - 96 - 120 hours	2	3	18	23
F. Number of credits issued for repairs > 120 hours	3	3	7	13
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	4,392	4,202	5,484	14,078
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$23,521.16	\$22,491.07	\$12,430.06	\$58,442.00
B. Number of installations after 5 business days	380	303	258	941
C. Number of installations after 10 business days	20	13	10	43
D. Number of installations after 11 business days	46	31	15	92
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	3,478	3,229	3,274	9,981
F. Number of customers receiving alternate phone service rather than receiving a credit	0	1	0	1

<b>Missed Appointments</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$51,650.00	\$44,200.00	\$38,700.00	\$134,550.00
B. Number of customers receiving credits	1,024	871	761	2,656
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**